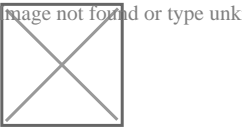
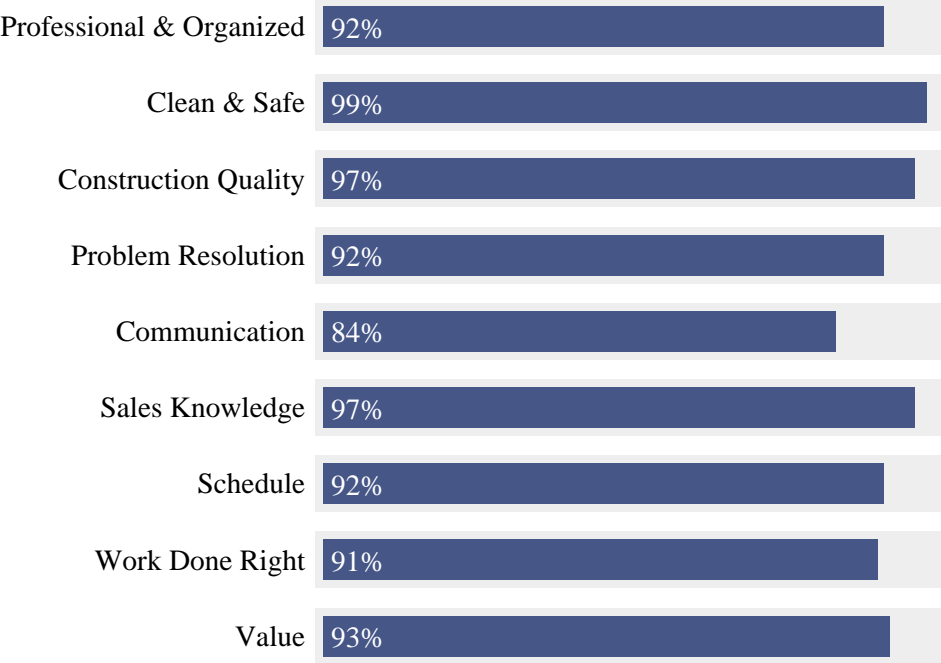


CUSTOMER FEEDBACK REPORT *for*
Universal Windows



Customer Feedback Summary

Of 155 customers surveyed, 97 responded



3508 W. Ogden
Chicago , IL 60623
(773) 277-2200

GUILDMEMBER SINCE 2019

As a GuildQuality Guildmember, Universal Windows relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Universal Windows in Chicago, IL; Berwyn, IL; Bellwood, IL; Arlington Heights, IL; Naperville, IL; Algonquin, IL; Des Plaines, IL; Waukegan, IL; Brookfield, IL; Bolingbrook, IL; and 60 other cities in Illinois.

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Recent Reviews & Published Comments

COMMENT
Additional Comment
May 26, 2011
I had some aluminium siding on my house and they put the storm doors on. They came in and did a great.

COMMENT
Additional Comment
May 25, 2011
I think they were professional during the actual installation.

REVIEW
Donna C.
BERWYN, IL
May 25, 2011
★★★★★
My experience with Universal Windows was definitely a pleasant one. We've dealt with quite a few different companies when it comes to exterior modeling and I would put Universal Windows near the top of them.



CUSTOMER FEEDBACK REPORT *for*
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REVIEW
Stanley B.
Chicago, IL
May 20, 2011
★★★★★

This is my second project with them. I am very satisfied with the quality of the work that was done. If I had another window project to get done, I would more than likely choose Universal Windows.

Comment from Universal Windows
We at Universal Windows value all of our customers and thank you for your feedback. We are working to improve our services to our customers.

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REVIEW
Elizabeth S.
Berwyn, IL
May 17, 2011
★★★★★

Universal Windows is the best quality of service. They are also the best windows possible for the price. The installation was good and so was the quality of windows. They have an excellent warranty service and all of the people are polite.

REVIEW
Monique G.
Chicago, IL
May 16, 2011
★★★★★

Overall experience is satisfactory. The company could be a little better with organization and returning of customer phone calls. Since my 16 window replacement order I can tell a big difference in my heating bill and the apperance of my property.

REVIEW
Benjamin A.
Chicago, IL
May 13, 2011
★★★★★

My experience working with Universal Windows is that they have good quality products. They are very affordable. Overall experience, I would rate them a 3 out of 4. I would more than likely recommend them to a friend.

REVIEW
Lamar B.
Chicago, IL
May 13, 2011
★★★★★

I was very satisfied with their work and the quality of their work. I have used Universal Windows in the past and they did such a great job that I called them back for a second time.



CUSTOMER FEEDBACK REPORT *for*
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REVIEW

Constance S.
 Calument Park, IL
 May 09, 2011
 ★★★★★

From the phone call asking me what I need, they came and measured. It was winter, so we had to wait, but then they followed up with me like they said they would. They set up a time, came out and put them in. I was very satisfied.

COMMENT

Additional Comment
 May 09, 2011

I was satisfied with the price and how I was able to still use certificates even though I didn't use all of the windows at one time. I had 20+ windows but still got to use the incentives that they had.

COMMENT

Additional Comment
 May 09, 2011

I like the fact that they were prompt. They were on time with everything they said. They were professional.

REVIEW

Luckey H.
 CHICAGO, IL
 May 09, 2011
 ★★★★★

My experience working with Universal Windows has been a very professional experience. They did everything they said they would and I would recommend them to a friend or anyone who needs them.

REVIEW

Mary P.
 Spring Grove, IL
 May 09, 2011
 ★★★★★

They talk a good story. They don't keep appointment and windows leak air do not keep heat in or sun out. Screen door is already broken. 3 months old. I bought the top of the line windows and patio door.

COMMENT

Additional Comment
 May 05, 2011

cost and time

COMMENT

Additional Comment
 May 05, 2011

I was most satisfied with their efficiency. They did the job pretty quick and in a timely manner. It was exactly what I needed because they were replacing my living room window.

REVIEW

Tracy B.
 Calumet City, IL
 May 05, 2011
 ★★★★★

They came at a reasonable time and worked around my schedule. They came at an efficient time and they met my needs. Overall they did a good job. I will call them again from my next project.

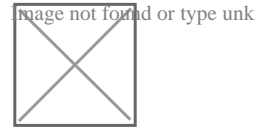
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COMMENT
Additional Comment
May 05, 2011

They did a good job.

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COMMENT
Additional Comment
May 05, 2011

I wouldn't change a thing as far as experience. The product I got was high quality and exactly what I asked for.

REVIEW
Helyn C.
Maywood, IL
May 05, 2011
★★★★★

I liked how Universal Windows was very personable. Chuck went beyond being a salesman. While we were looking at the product we would have small talk and he was a great guy. There should be more salesmen like him. As far as installation it was clean and fast. That's why I used them a second time.

COMMENT
Additional Comment
May 05, 2011

I had a fear that I was going to put \$1500 in a project and that the business could go out of business/go bankrupt; so I was concerned with the longevity of the company but Universal Windows cleared up that fear that I had; that's why I went with Universal Windows, they've been in the industry for 20 years.

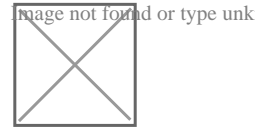
REVIEW
Michael B.
Brookfield, IL
May 05, 2011
★★★★★

When I started my project, I looked for several companies in the window industry. I was impressed with Universal Windows with how they had been in business for over twenty years. My biggest fear was hiring a company that would go out of business before my project was completed but Universal Windows has eased my fear. It has been great working with them.

COMMENT
Additional Comment
May 05, 2011

I was most satisfied with the installation and the negotiation because they did an excellent job so far and as far as negotiation the people which I spoke to were very accommodating with coming to an agreement. They were very knowledgeable.

CUSTOMER FEEDBACK REPORT *for*
Universal Windows



- COMMENT
Additional Comment
Jan 31, 2011
none--everything went perfectly smoothly
- COMMENT
Additional Comment
Jan 31, 2011
We may look to Universal Windows in the future for remodeling at our new home, but not until at least this summer!
- COMMENT
Additional Comment
Jan 27, 2011
I am well satisfied and I enjoyed your call.
- COMMENT
Additional Comment
Jan 26, 2011
I'm happy. I need to address the tax credits for the windows.
- COMMENT
Additional Comment
Jan 26, 2011
I thought the sales guy was really good and the installation crew was as well.
- COMMENT
Additional Comment
Jan 17, 2011
The product itself is phenomenal.
- COMMENT
Additional Comment
Jan 11, 2011
The guys were very good of what they were doing.
- COMMENT
Additional Comment
Jan 10, 2011
They got the job done in one day and everything looked real good.

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